



FIG. 1A

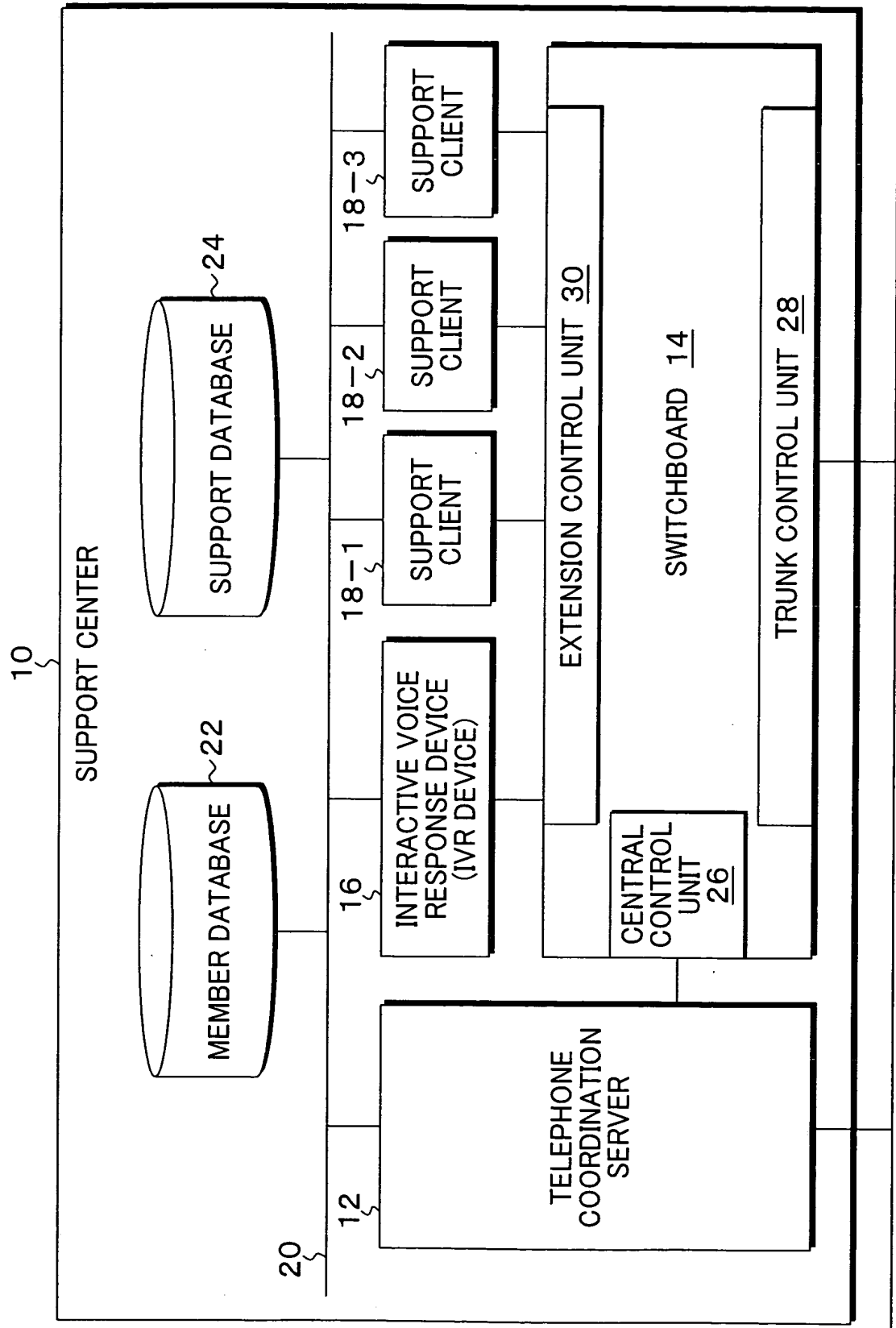




FIG. 1B

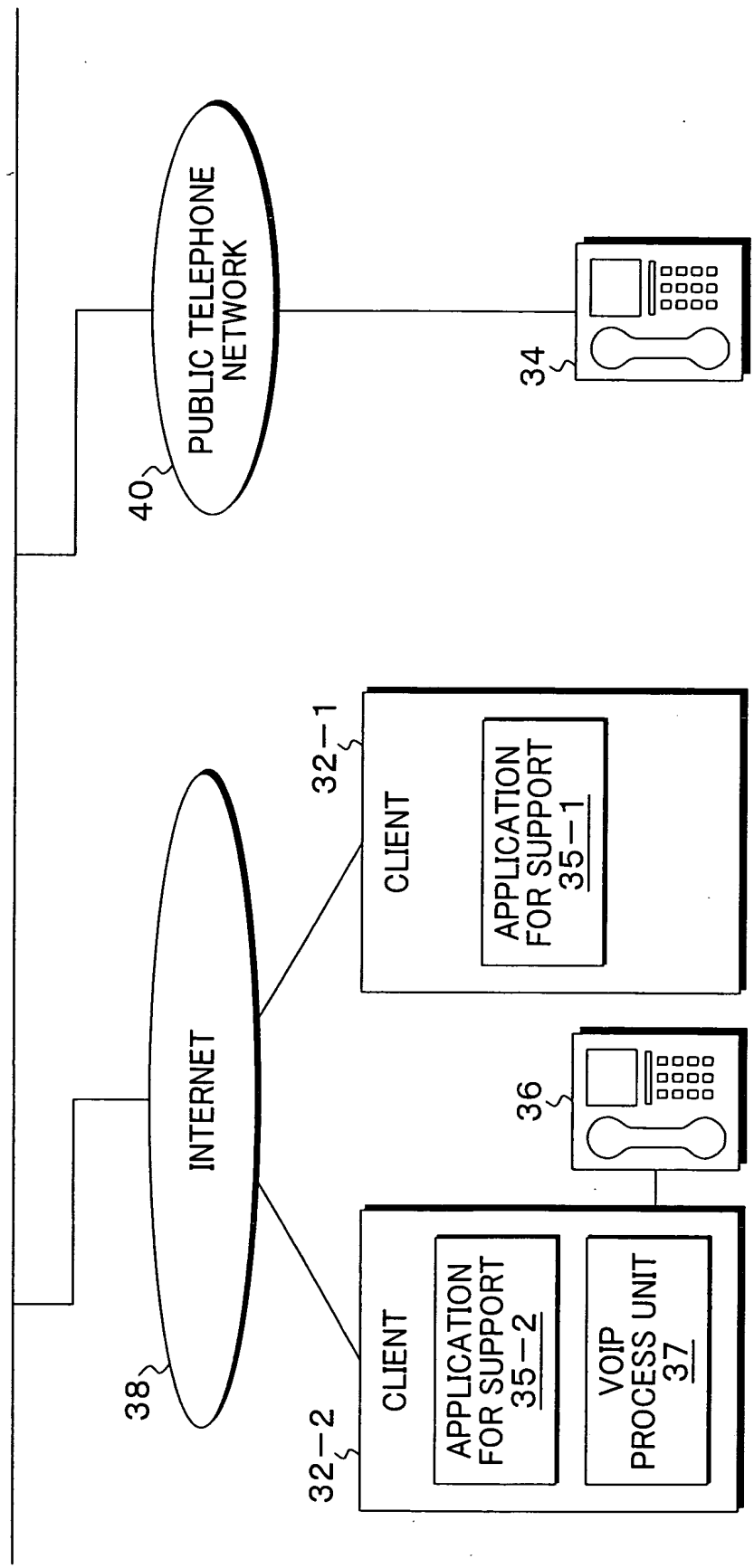


FIG. 2

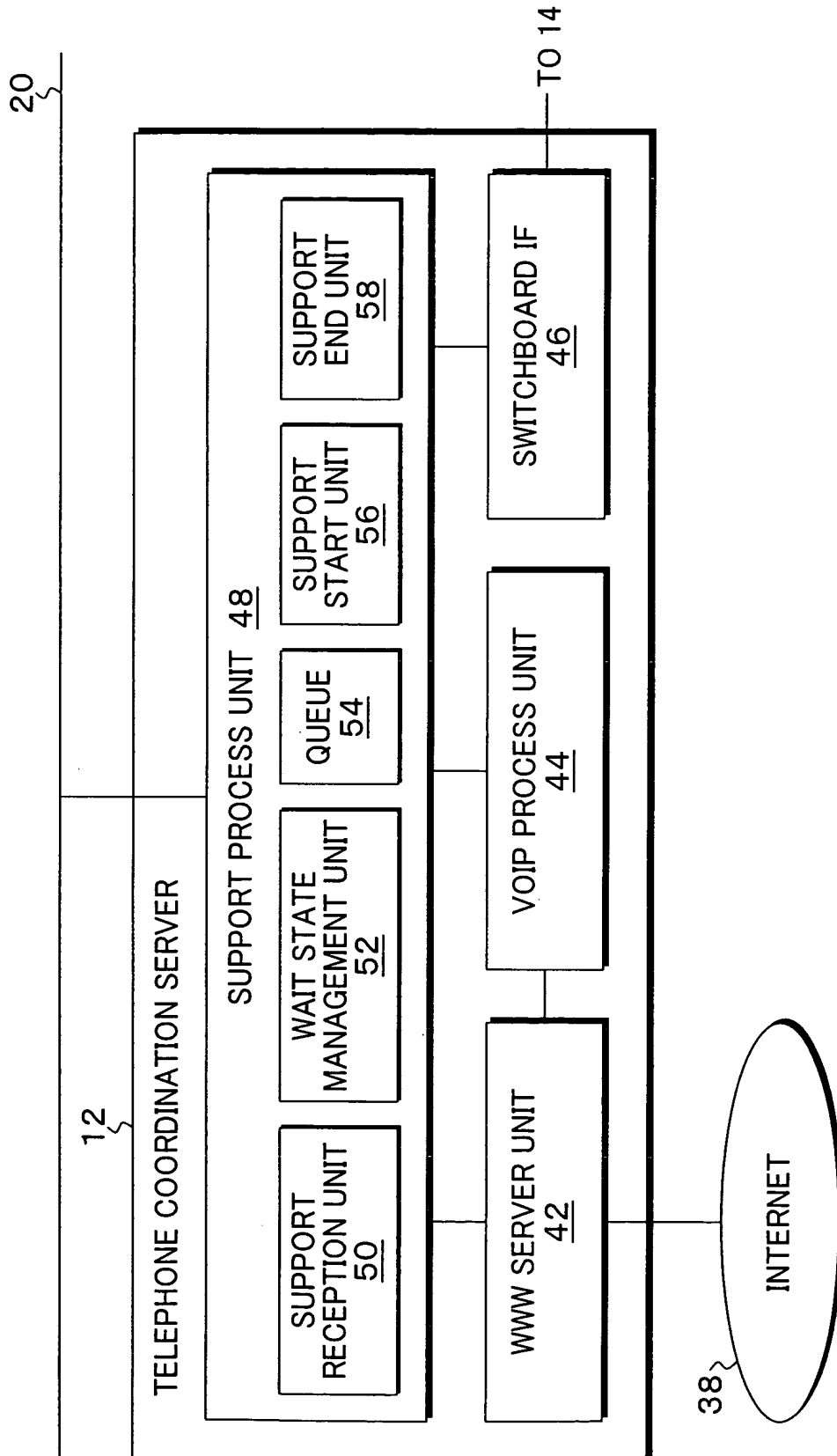


FIG. 3

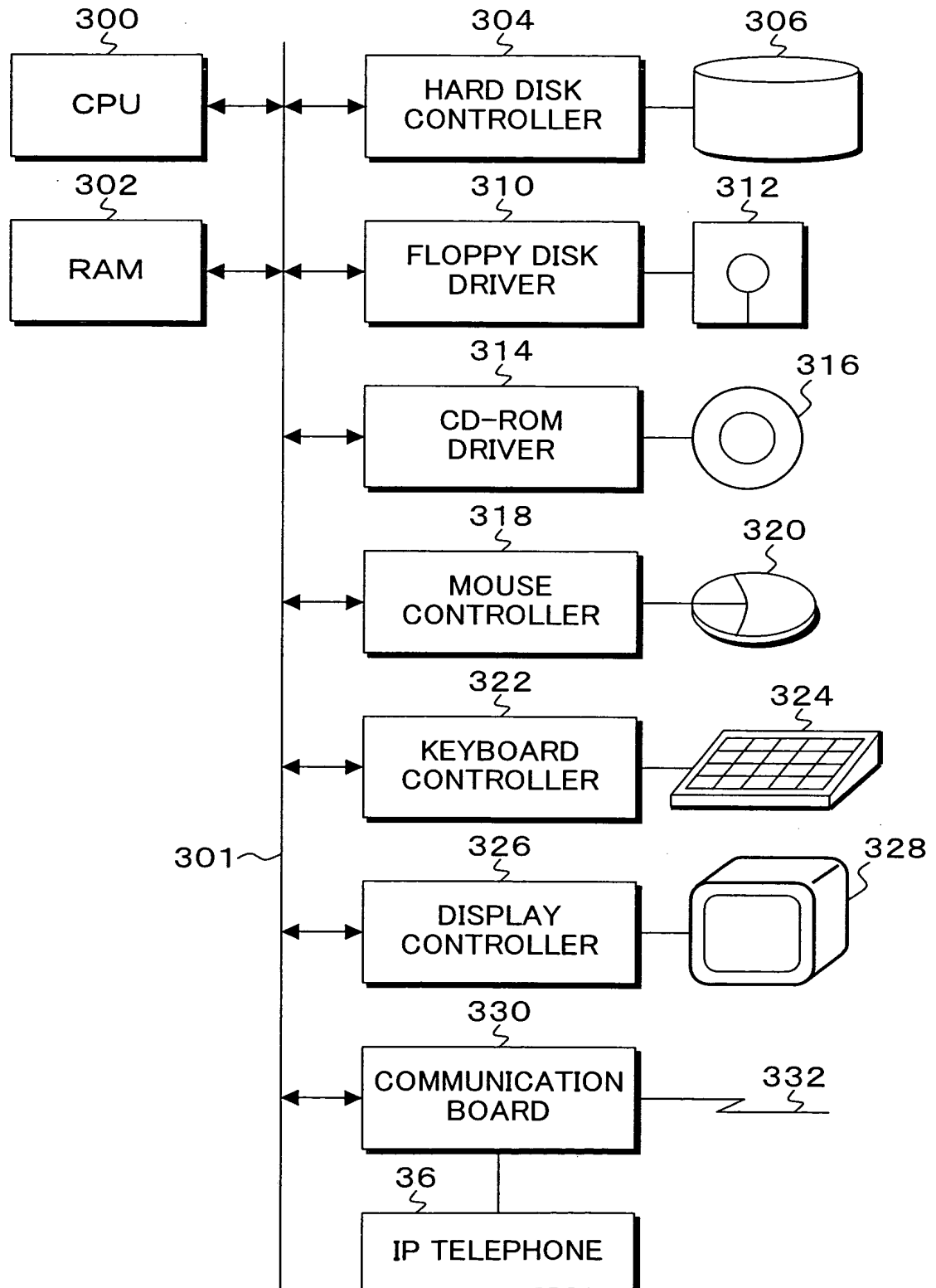
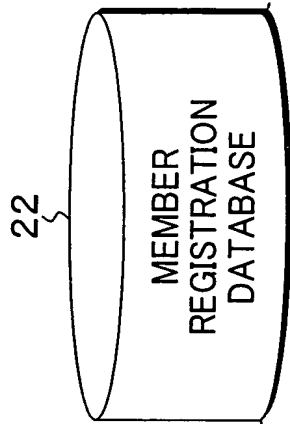


FIG. 4



USER ID	TELEPHONE NUMBER	NAME	ZIP CODE	ADDRESS	BIRTH DATE	GENDER	ACCUMULATED WAITING POINT	OTHERS
aaaaaaaa	aa-aaa-aaaa	aaaa	aaa-aaaa	aaaaaa	aa.aa.aa	x	xx	
bbbbbbbbb	bb-bbb-bbbb	bbbb	bbb-bbbb	bbbbbb	bb.bb.bb	y	xx	
cccccccc	cc-ccc-cccc	cccc	ccc-cccc	cccccc	cc.cc.cc	x	xx	

FIG. 5A

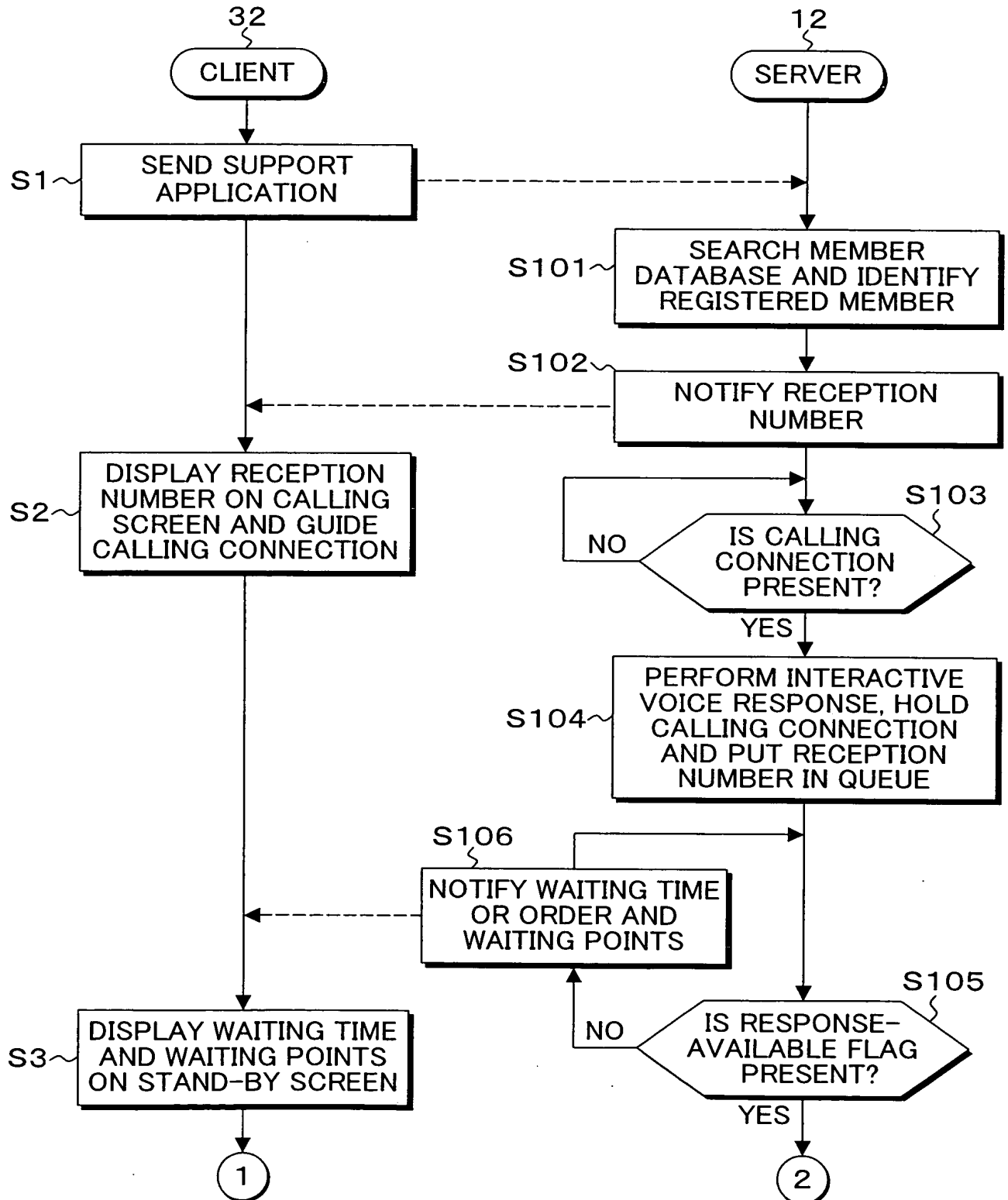


FIG. 5B

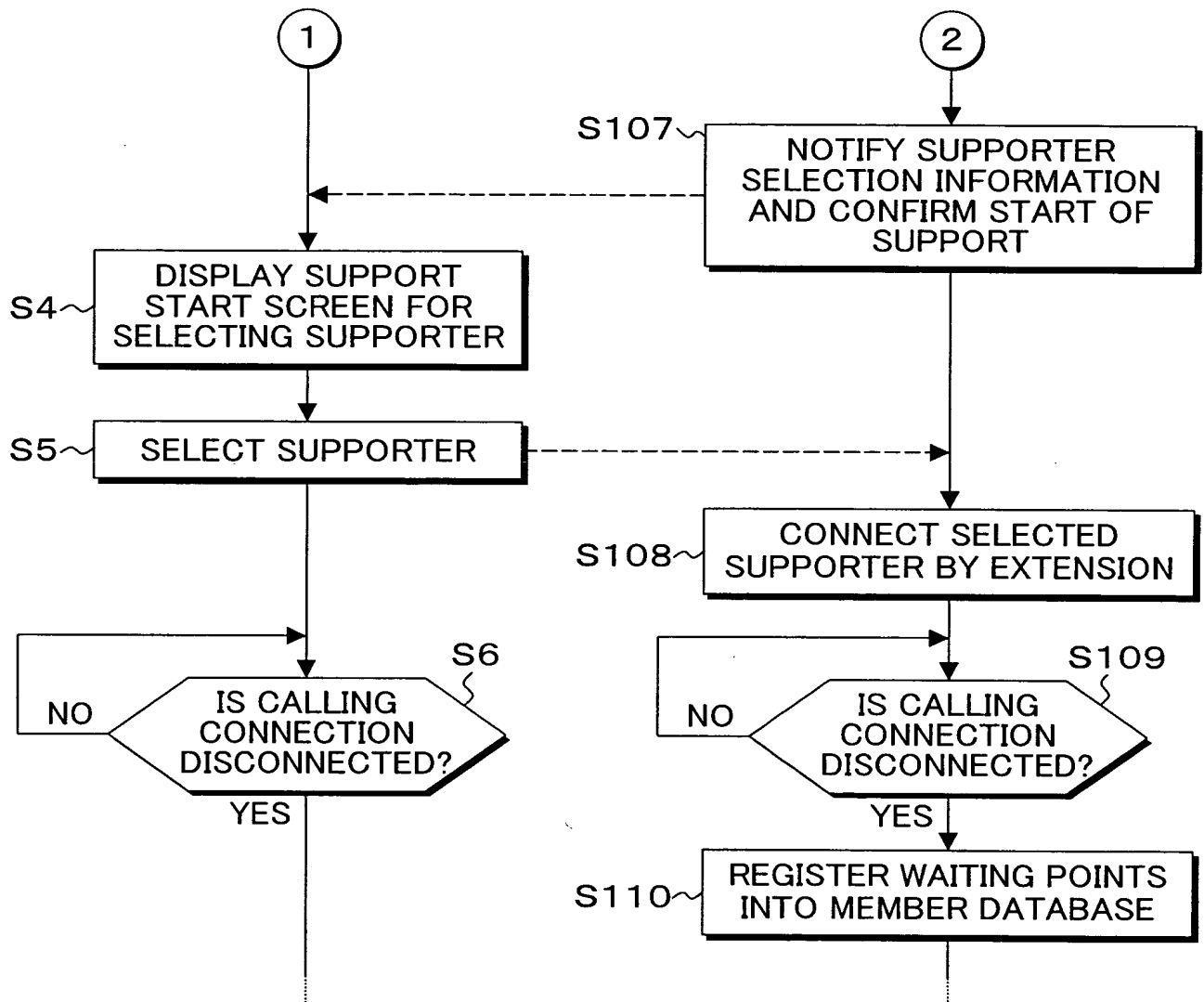


FIG. 6

60

SUPPORT SERVICE FOR MEMBERS

INPUT YOUR USER ID.

XXXXX 62

SELECT A CATEGORY.

ABOUT SOFTWARE ▼ 64

IF YOU ARE A MEMBER, CLICK HERE.

→ ON 66

IF YOU ARE NOT A MEMBER, CLICK HERE

→ ON 68

FIG. 7

70

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX

CONNECT WITH THE SUPPORT CENTER.

72
CONNECT WITH THE CENTER USING AN IP TELEPHONE.

74
CONNECT WITH THE CENTER USING A STANDARD TELEPHONE.

FIG. 8

76

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXXX

CALL TO THE FOLLOWING NUMBER.

0120-XXX-XXXX

AFTER CONNECTED, ENTER THE RECEPTION NUMBER FOLLOWING THE MESSAGE.

AFTER ENTERING THE RECEPTION NUMBER, CLICK HERE. →

ON

71

78

80

FIG. 9

82

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX

YOU ARE CONNECTED WITH THE SUPPORT CENTER.

CURRENTLY, YOU ARE IN RECEPTION WAITING STATE.

YOUR WAITING ORDER IS 84 XX

WAITING TIME POINTS 86 XX

FIG. 10

88

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXX

AVAILABLE SUPPORTERS ARE AS FOLLOWS.

THE CLICKED SUPPORTER WILL START TO RESPOND.

	NAME	YEARS OF EXPERIENCE	COMMENT FROM THE SUPPORTER
92-1	OOOO	THREE YEARS	MAKE IT EASILY UNDERSTANDABLE TO BEGINNERS.
92-2	OOO	FIVE YEARS	FAMILIAR WITH BIOS-RELATED SUBJECTS.
92-3	OOO	FIVE YEARS	INTRODUCE RECOMMENDED HARDWARE.

90

94-3

94-2

94-1

FIG. 11A

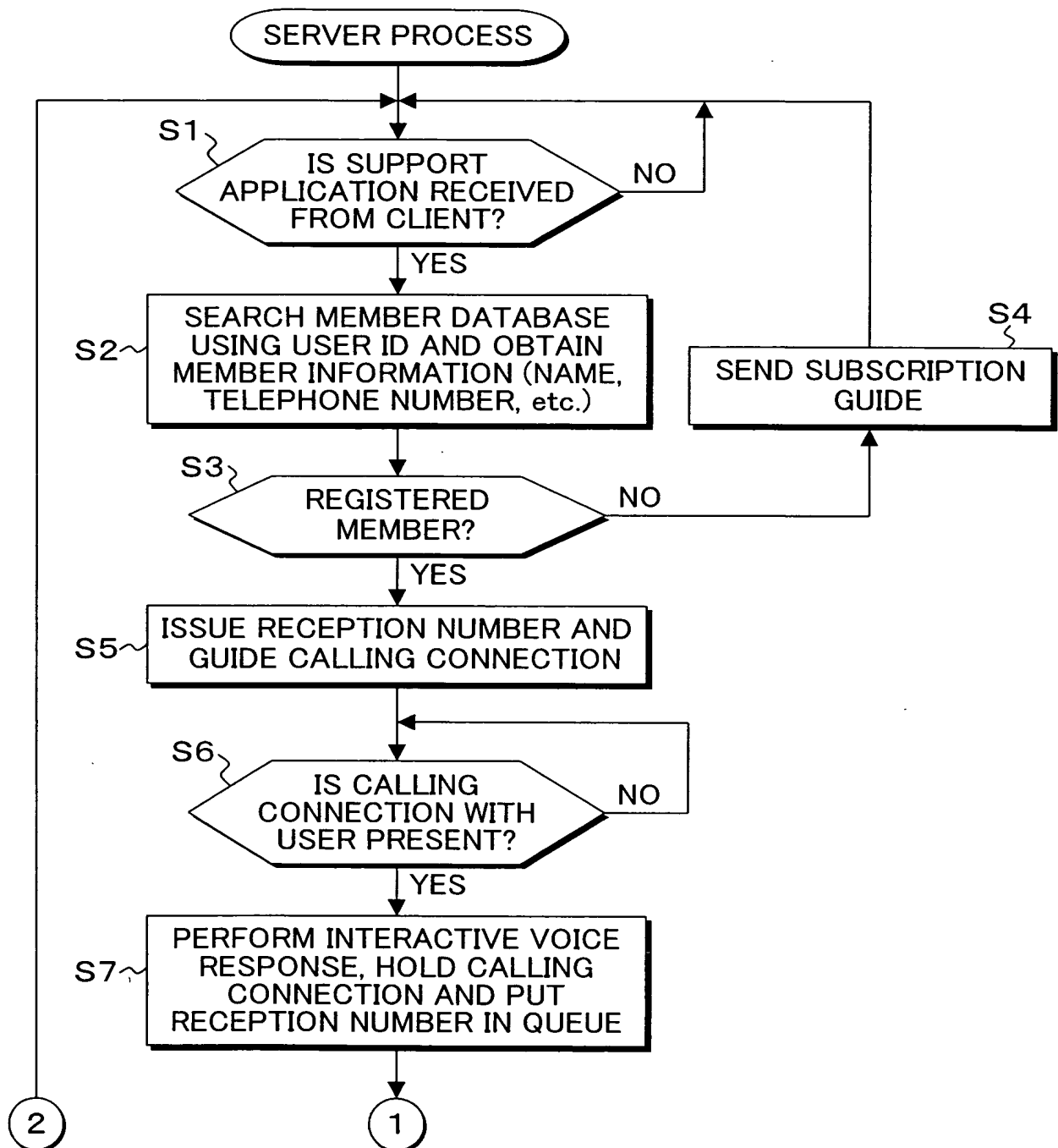


FIG. 11B

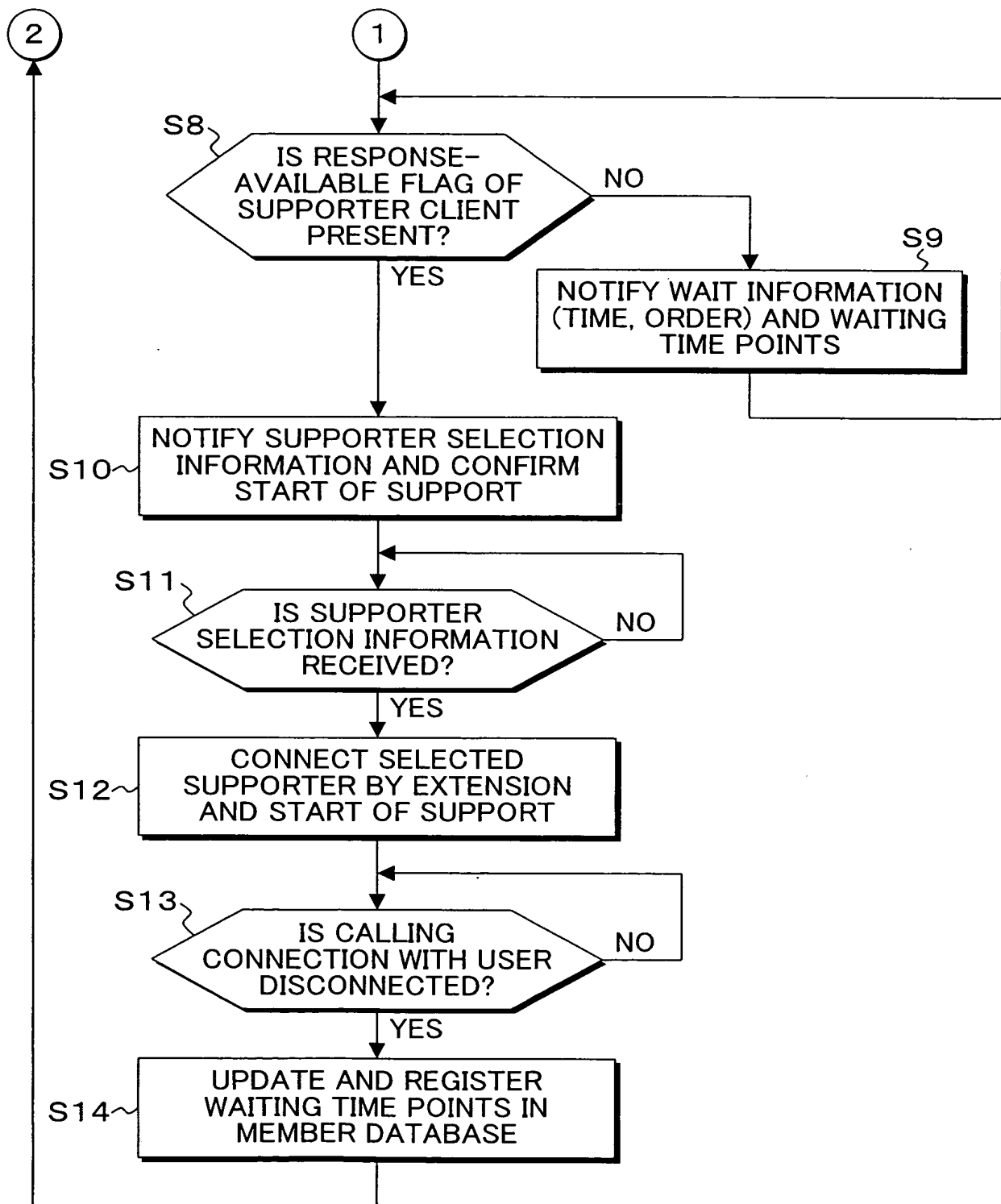


FIG. 12A

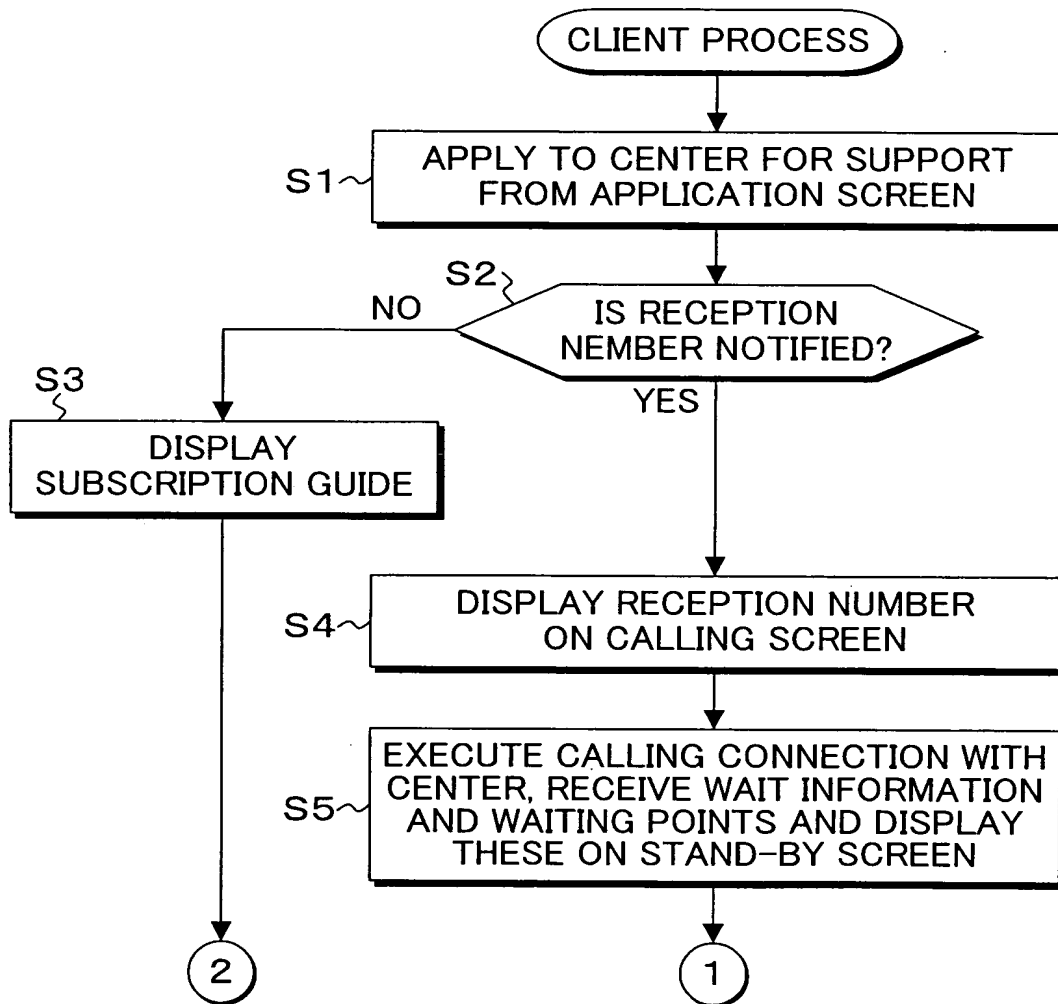


FIG. 12B

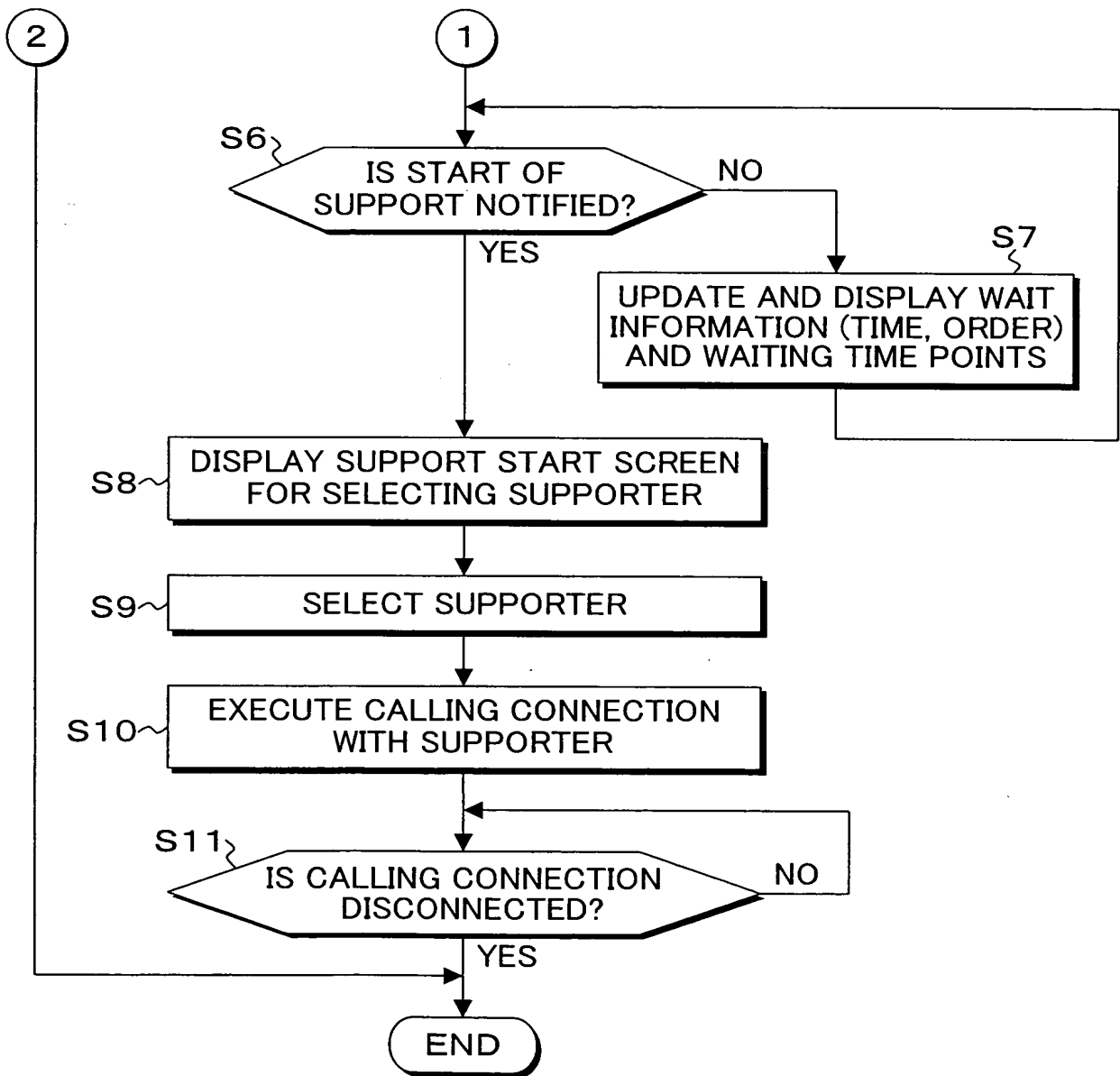


FIG. 13

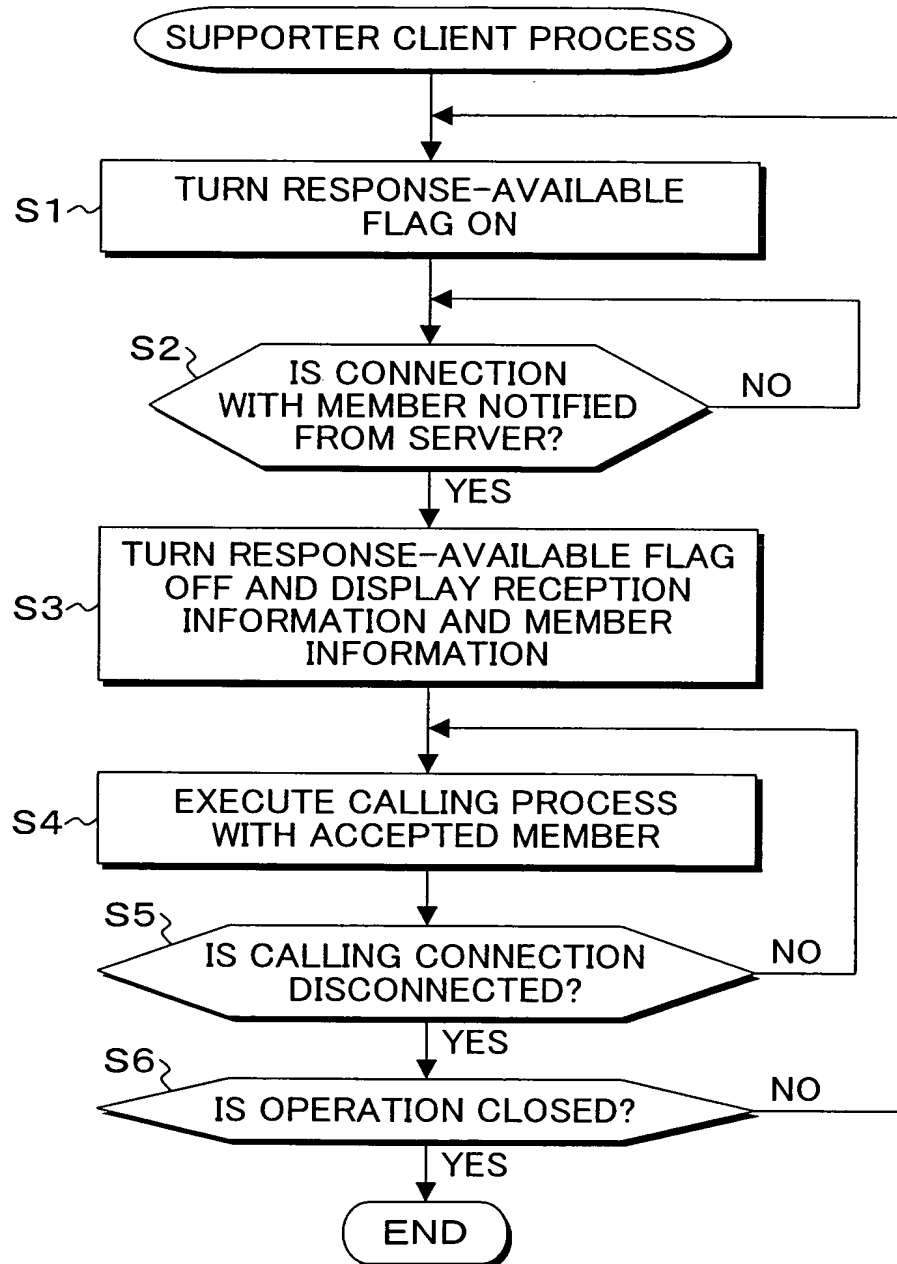


FIG. 14

98

SUPPORT SERVICE FOR MEMBERS

INPUT YOUR USER ID.

XXXXX

SELECT A CATEGORY.

ABOUT SOFTWARE

IF YOU ARE A MEMBER, CLICK HERE.

ON

IF YOU ARE NOT A MEMBER, CLICK HERE

ON

FIG. 15

108

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX 110

CONNECT WITH THE SUPPORT CENTER.

111
CONNECT WITH THE CENTER USING AN IP TELEPHONE.

112
CONNECT WITH THE CENTER USING A STANDARD TELEPHONE.

FIG. 16

114

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXXX

YOU ARE CONNECTED WITH THE SUPPORT CENTER.

CURRENTLY, YOU ARE IN RECEPTION WAITING STATE.

YOUR WAITING ORDER IS

XX

WAITING TIME POINTS

XX

116

118

FIG. 17

120

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXX

AVAILABLE SUPPORTERS ARE AS FOLLOWS.

THE CLICKED SUPPORTER WILL START TO RESPOND.

NAME

YEARS OF EXPERIENCE

COMMENT FROM THE SUPPORTER

124-1

OOOO

: THREE YEARS : MAKE IT EASILY UNDERSTANDABLE TO BEGINNERS.

124-2

OOO

: FIVE YEARS : FAMILIAR WITH BIOS-RELATED SUBJECTS.

124-3

OOO

: FIVE YEARS : INTRODUCE RECOMMENDED HARDWARE.

122

126-1

126-2

126-3

FIG. 18

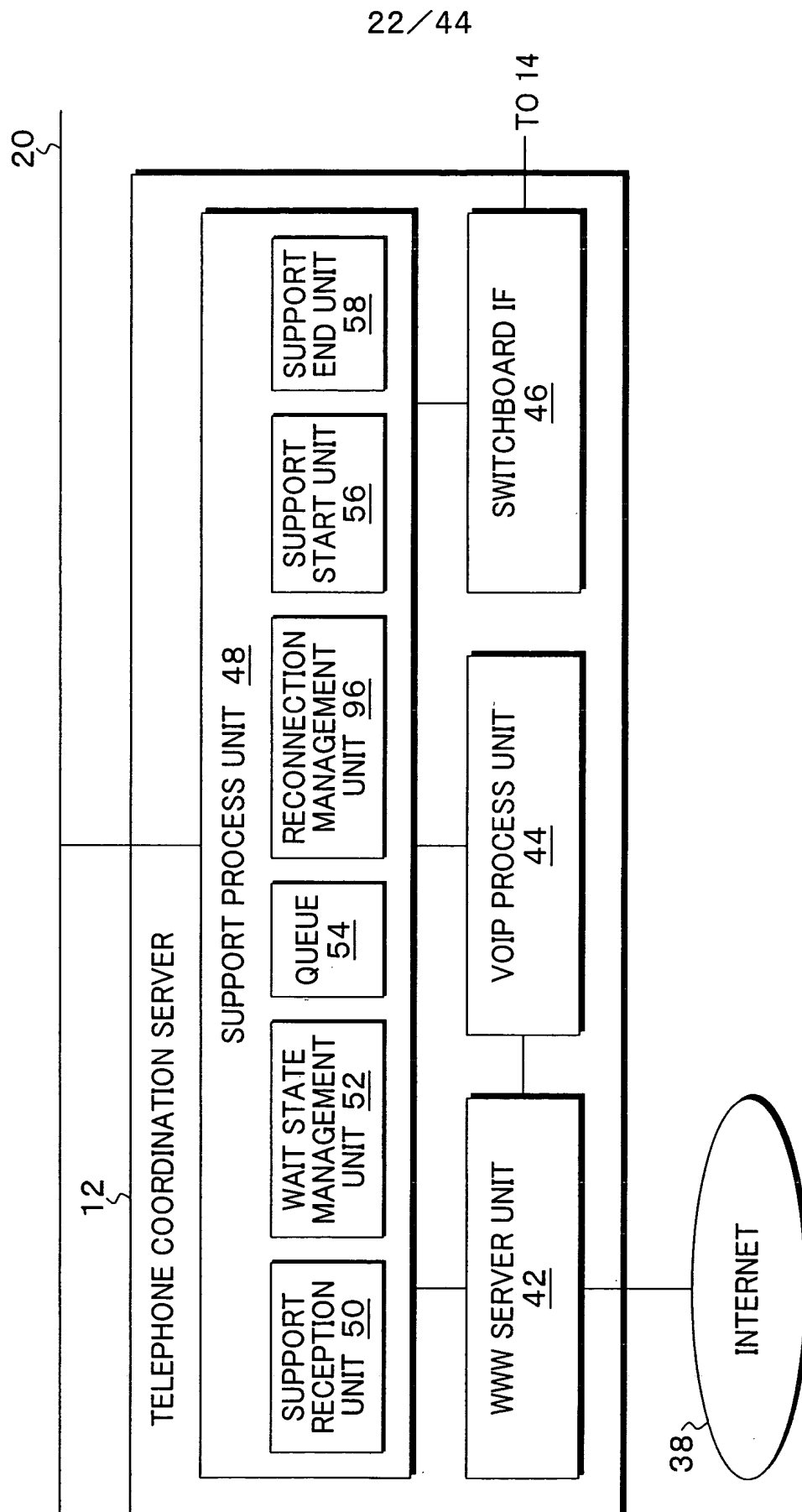


FIG. 19

128

SUPPORT SERVICE FOR MEMBERS

INPUT YOUR USER ID.

XXXXXX

SELECT A CATEGORY.

ABOUT SOFTWARE

IF YOU ARE A MEMBER, CLICK HERE.

ON

IF YOU ARE NOT A MEMBER, CLICK HERE

ON

FIG. 20

138

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX 140

CONNECT WITH THE SUPPORT CENTER.

141
CONNECT WITH THE CENTER USING AN IP TELEPHONE.

142
CONNECT WITH THE CENTER USING A STANDARD TELEPHONE.

FIG. 21

144

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX

CALL TO THE FOLLOWING NUMBER.

146

0120-XXX-XXXX

AFTER CONNECTED, ENTER THE RECEPTION NUMBER FOLLOWING THE MESSAGE.

AFTER ENTERING THE RECEPTION NUMBER, CLICK HERE. →

148

ON

FIG. 22

150

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX

YOU ARE CONNECTED WITH THE SUPPORT CENTER.

CURRENTLY, YOU ARE IN RECEPTION WAITING STATE.

YOUR WAITING TIME IS ABOUT 06 MINUTES.

IF WANT TO HANG UP THE PHONE AND WAIT, CLICK HERE. → ON

WAITING TIME POINTS XX

152

154

155

FIG. 23

156

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX

CURRENTLY, THE CALL TO THE SUPPORT CENTER IS DISCONNECTED.

CURRENTLY, YOU ARE IN RECEPTION WAITING STATE.

YOUR WAITING TIME IS ABOUT 06 MINUTES.

152

WAITING TIME POINTS XX

155

FIG. 24

158

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX 157

159 YOUR WAITING TIME IS ABOUT 01 MINUTES REMAINING.
CALL TO THE FOLLOWING NUMBER.

160 0120-XXX-XXXX

ENTER THE RECEPTION NUMBER FOLLOWING THE MESSAGE.
AFTER ENTERING THE RECEPTION NUMBER, CLICK HERE. → 162 ON

155 WAITING TIME POINTS XX

FIG. 25

164

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXX

AVAILABLE SUPPORTERS ARE AS FOLLOWS.

THE CLICKED SUPPORTER WILL START TO RESPOND.

NAME

YEARS OF EXPERIENCE

COMMENT FROM THE SUPPORTER

168-1

OOOO

: THREE YEARS

: MAKE IT EASILY UNDERSTANDABLE TO BEGINNERS.

168-2

OOO

: FIVE YEARS

: FAMILIAR WITH BIOS-RELATED SUBJECTS.

168-3

OOO

: FIVE YEARS

: INTRODUCE RECOMMENDED HARDWARE.

166

170-1

170-2

170-3

FIG. 26

172

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXX

02

MINUTES HAS PASSED FROM YOUR RECEPTION START TIME.

IF 5 MINUTES PASSED, YOUR RECEPTION WAITING STATE WILL BE CANCELED.
CALL TO THE FOLLOWING NUMBER IMMEDIATELY.

0120-XXX-XXXX

AFTER CONNECTED, ENTER THE RECEPTION NUMBER FOLLOWING THE MESSAGE.
AFTER ENTERING THE RECEPTION NUMBER, CLICK HERE. → ON

174

175

160

148

FIG. 27

176

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXXX

177

YOUR RECEPTION WAITING STATE IS CANCELED,
BECAUSE FIVE MINUTES HAS PASSED FROM YOUR RECEPTION START TIME
BEFORE YOU CALL TO THE CENTER.

CLICK HERE AND BACK TO THE INITIAL SCREEN. →

178

ON

FIG. 28A

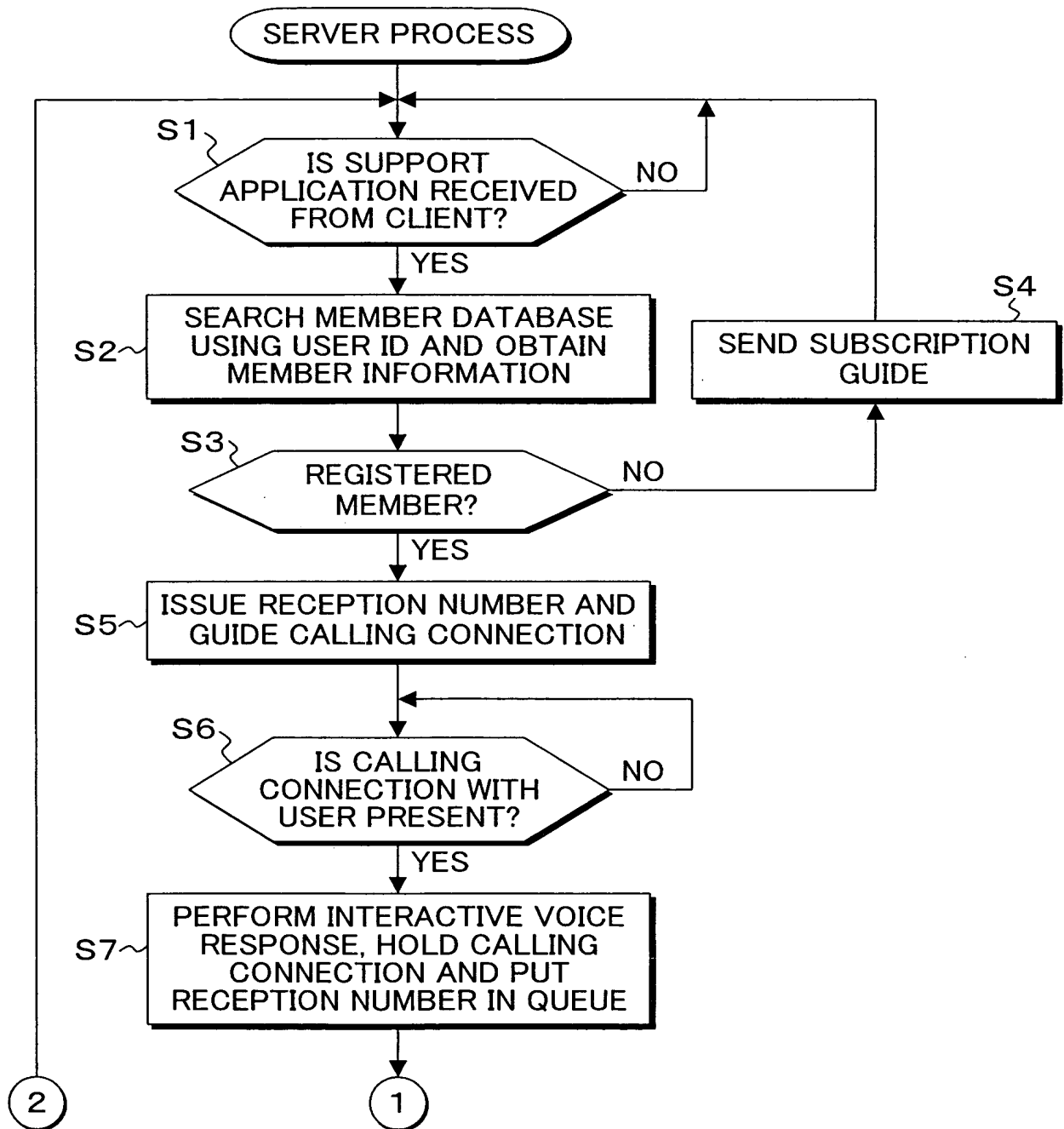


FIG. 28B

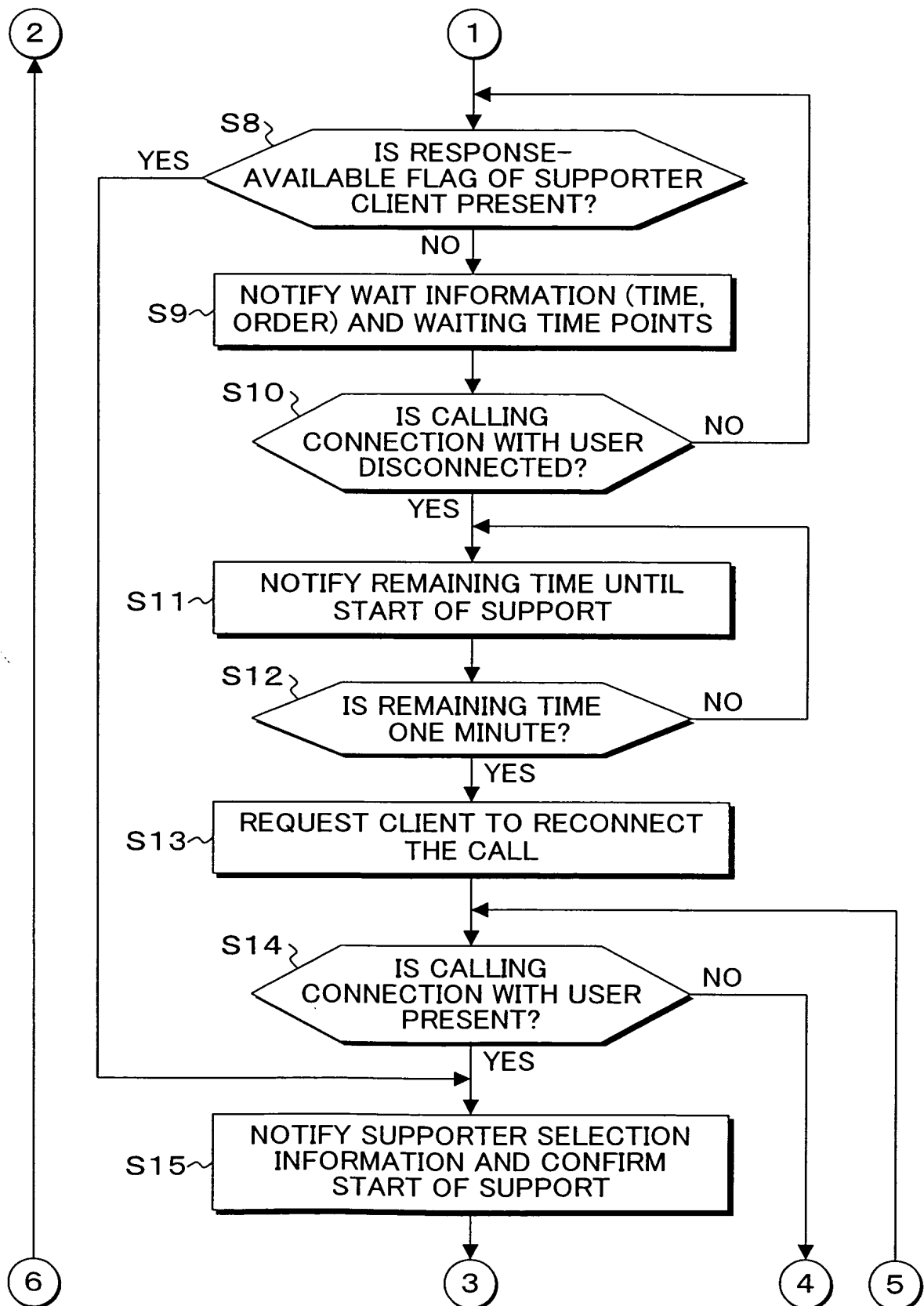


FIG. 28C

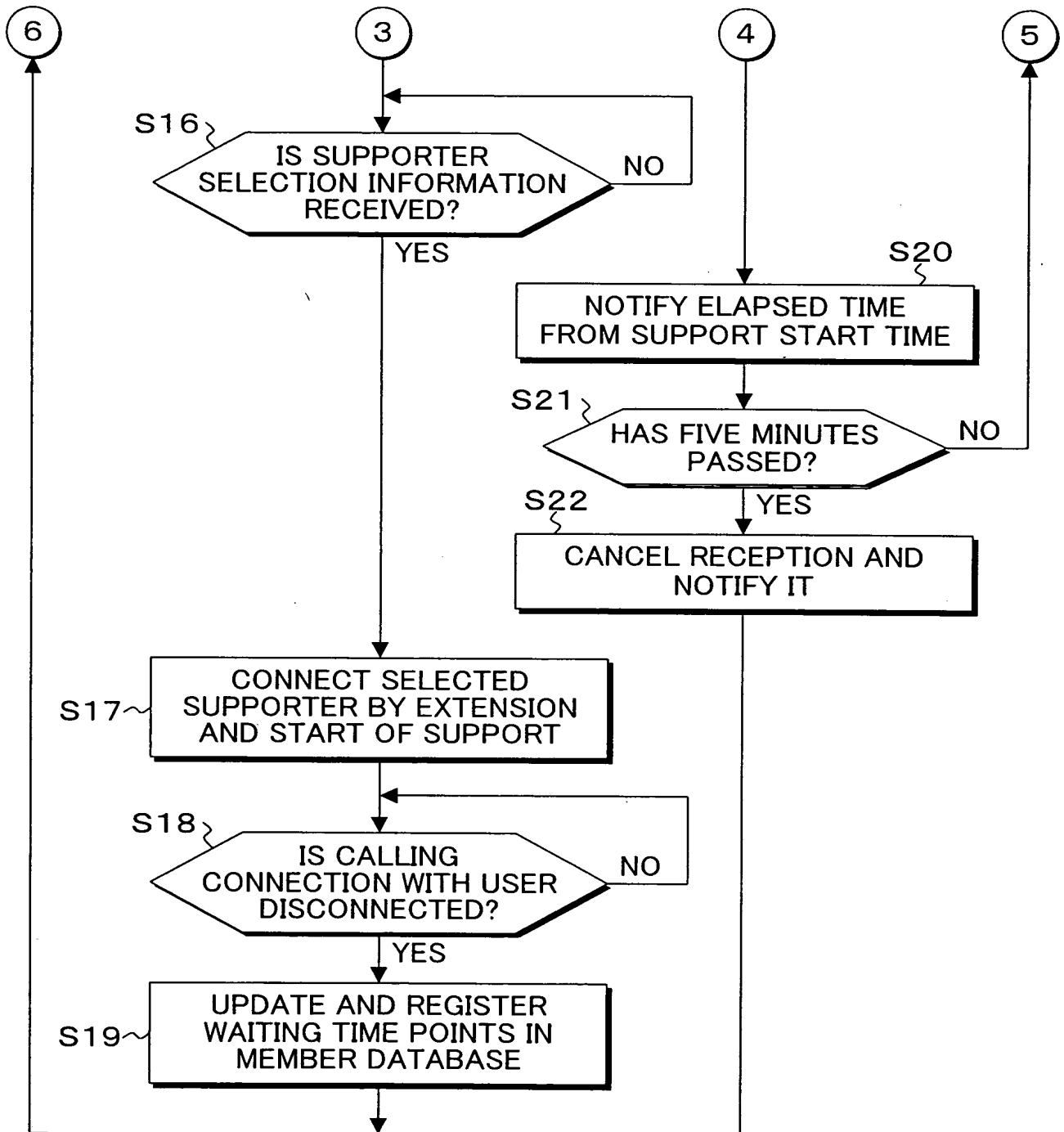


FIG. 29A

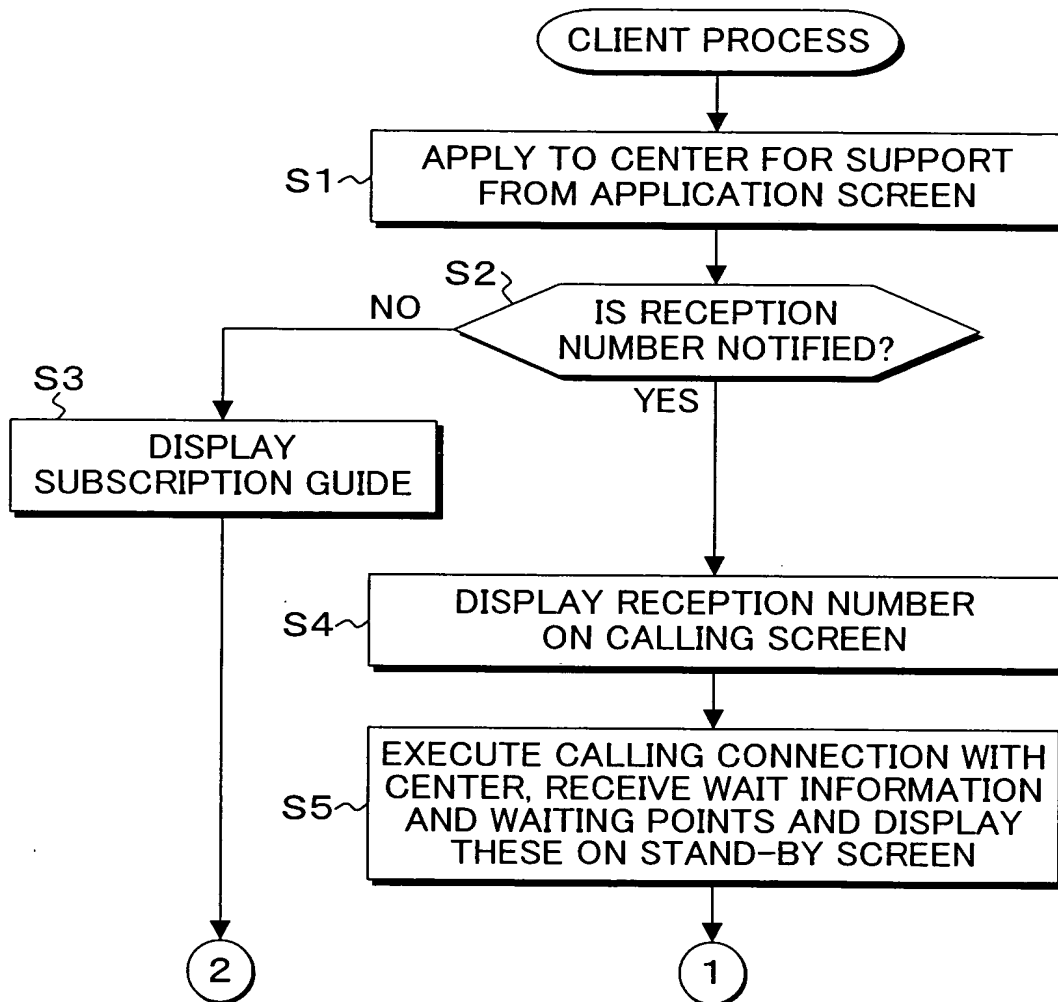


FIG. 29B

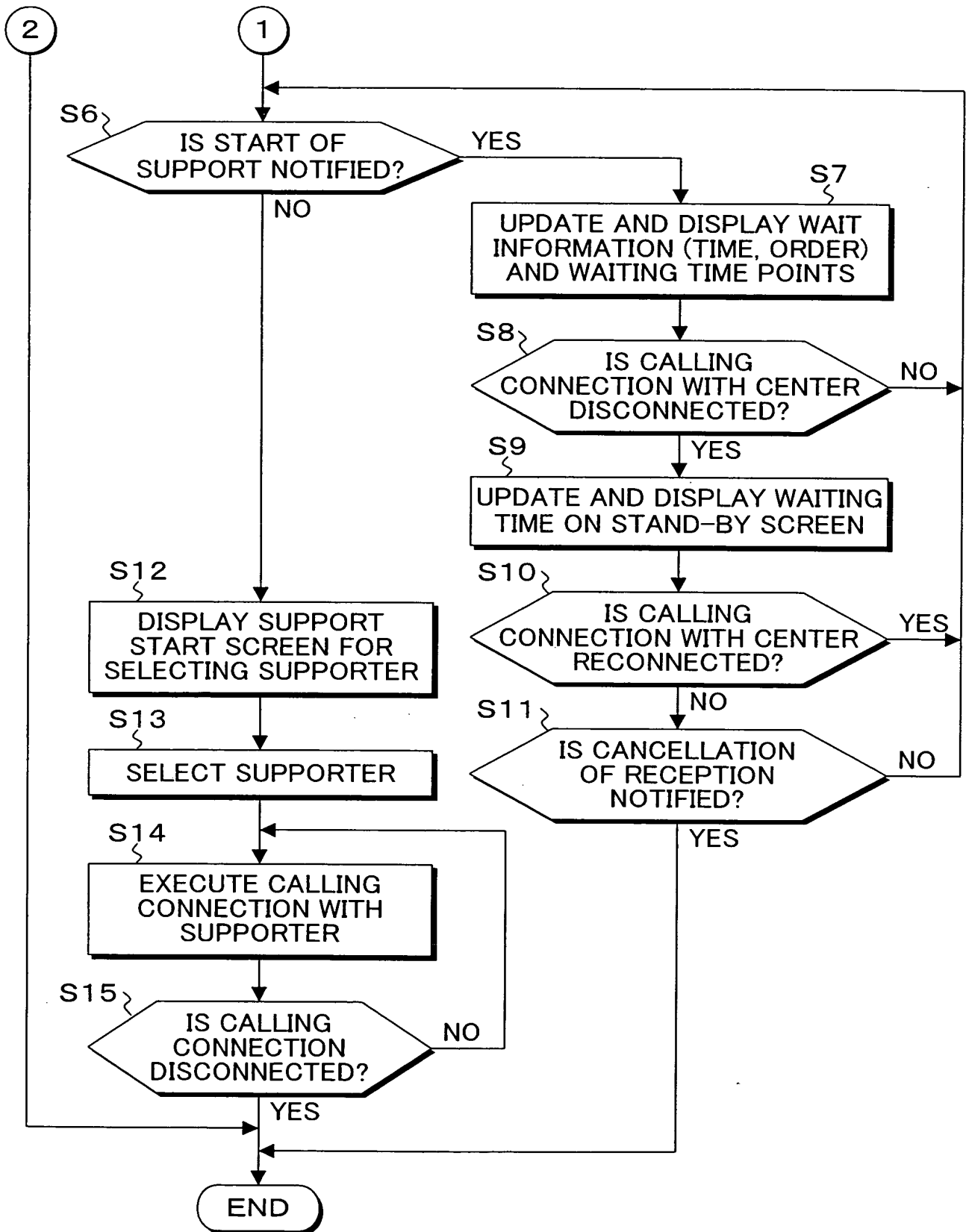


FIG. 30

180

SUPPORT SERVICE FOR MEMBERS

INPUT YOUR USER ID.

XXXXX 182

SELECT A CATEGORY.

ABOUT SOFTWARE ▼ 184

IF YOU ARE A MEMBER, CLICK HERE.

ON 186

IF YOU ARE NOT A MEMBER, CLICK HERE

ON 188

The diagram shows a rectangular window titled "SUPPORT SERVICE FOR MEMBERS". Inside the window, there are four sections. The first section is labeled "INPUT YOUR USER ID." and contains a text input field with the placeholder text "XXXXX", which is labeled with reference numeral 182. The second section is labeled "SELECT A CATEGORY." and contains a dropdown menu with the text "ABOUT SOFTWARE" and a downward-pointing triangle icon, labeled with reference numeral 184. The third section is labeled "IF YOU ARE A MEMBER, CLICK HERE." and contains a button labeled "ON", which is labeled with reference numeral 186. The fourth section is labeled "IF YOU ARE NOT A MEMBER, CLICK HERE" and contains a button labeled "ON", which is labeled with reference numeral 188. Arrows point from the text labels to their respective buttons.

FIG. 31

190

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX 191

CONNECT WITH THE SUPPORT CENTER.

192

CONNECT WITH THE CENTER USING AN IP TELEPHONE.

193

CONNECT WITH THE CENTER USING A STANDARD TELEPHONE.

FIG. 32

194

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXX

YOU ARE CONNECTED WITH THE SUPPORT CENTER.

CURRENTLY, YOU ARE IN RECEPTION WAITING STATE.

YOUR WAITING TIME IS ABOUT 06 MINUTES.

195

IF WANT TO HANG UP THE PHONE AND WAIT, CLICK HERE. → ON

196

WAITING TIME POINTS XX

198

FIG. 33

200

SUPPORT SERVICE FOR MEMBERS

201

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX

195

CURRENTLY, THE CALL TO THE SUPPORT CENTER IS DISCONNECTED.
CURRENTLY, YOU ARE IN RECEPTION WAITING STATE.
YOUR WAITING TIME IS ABOUT 06 MINUTES.

198

WAITING TIME POINTS XX

FIG. 34

202

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXXX

204 YOUR WAITING TIME IS ABOUT 01 MINUTES REMAINING.

205 CALL TO THE CENTER.

IF YOU CLICK HERE,
YOU ARE RECONNECTED WITH THE CENTER BY IP TELEPHONE. →

206 ON

198 WAITING TIME POINTS XX

FIG. 35

208

SUPPORT SERVICE FOR MEMBERS

USER ID

:

XXXXX

CATEGORY

:

ABOUT SOFTWARE ▼

RECEPTION NUMBER

:

XXXXXXXX

AVAILABLE SUPPORTERS ARE AS FOLLOWS.

THE CLICKED SUPPORTER WILL START TO RESPOND.

NAME

YEARS OF EXPERIENCE

COMMENT FROM THE SUPPORTER

212-1

OOOO

: THREE YEARS

: MAKE IT EASILY UNDERSTANDABLE TO BEGINNERS.

212-2

OOO

: FIVE YEARS

: FAMILIAR WITH BIOS-RELATED SUBJECTS.

212-3

OOO

: FIVE YEARS

: INTRODUCE RECOMMENDED HARDWARE.

210

214-1

214-2

214-3

FIG. 36

215

SUPPORT SERVICE FOR MEMBERS

USER ID : XXXXX

CATEGORY : ABOUT SOFTWARE ▼

RECEPTION NUMBER : XXXXXXX

216 02 MINUTES HAS PASSED FROM YOUR RECEPTION START TIME.

217 IF 5 MINUTES PASSED, YOUR RECEPTION WAITING STATE WILL BE CANCELED.
CALL TO THE CENTER IMMEDIATELY.

IF YOU CLICK HERE, YOU ARE RECONNECTED WITH
THE CENTER BY THE INTERNET TELEPHONE. → 206 ON

WAITING TIME POINTS 198 XX

FIG. 37

218

SUPPORT SERVICE FOR MEMBERS

USER ID	:	XXXXX
CATEGORY	:	ABOUT SOFTWARE ▼
RECEPTION NUMBER	:	XXXXXXXXX

219

YOUR RECEPTION WAITING STATE IS CANCELED,
BECAUSE FIVE MINUTES HAS PASSED FROM YOUR RECEPTION START TIME
BEFORE YOU CALL TO THE CENTER.

CLICK HERE AND BACK TO THE INITIAL SCREEN. →

220

ON